GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1367
ANSWERED ON:26.02.2003
REPLACEMENT OF OLD PHONES
BALIRAM

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) Whether the government have issued guidelines to Mahanagar Telephone Nigam Ltd., Delhi and Mumbai to replace those phones which are older than five years or more;

(b) if so, the number of different types of telephone sets issued from central store to divisional and sub-divisional engineers working under each Regional General Manager from December 1, 2002 to 13.2.2003, telephone exchange-wise;

(c) the number of telephone sets out of the above telephones issued for new connections and the number of those issued to replace faulty telephones; and

(d) the steps being taken by the Government to provide new telephone sets to subscribers on the basis of their complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) Sir, through no guidelines have been issued by the Government. However Mahanagar Telephone Nigam Limited has taken a decision to replace old telephones progressively which are older than five years. In the first phase MTNL is replacing instruments which are older than eight years.

(b) Details of the number of telephones issued by MTNL Delhi and MTNL Mumbai are given in Annexure −I & II respectively.

(c) The details of the telephone sets issued for new connections and as replacements are given in Annexure- III.

(d) In case of subscriber complaint, the telephone instruments found faulty and not repairable are replaced irrespective of the life of the instrument.

ANNEXURE - I

Area	Name of Exchange	No. of Telephone instruments received
Central	Kidwai Bhawan	1250
	Janpath	500
	Rajpath	486
	Sena Bhawan	28
	Jorbagh	800
	Cgo	-
East	Delhi Gate	876
	Tis Hazari	1100
	Idgah	2700
North -I	Shakti Nagar (East-I)	1185
	Shakti Nagar (East-II)	2065
	Shakti Nagar (Central)	1630
	Shakti Nagar (West)	770
	Keshav Puram	1015
North - II	Sector - 3 Rohini	1300
	Sector - 6 Rohini	600
	Sector - 9 Rohini	-
	Saraswati Vihar	200
	Badli	750

Narela	275	
South - I	Chanakya Puri	1400
Bhikaji Place	Cama	700
Haus Khas		-
South - II	Nehru Place - I	700
Nehru Place - II		1500
Nehru Place - III		900
Nehru Place - IV		800
Nehru Place - V		900
Okhla - I & II		2800
Tuglaka Bad		1700
Sariata Vihar		2500
Tehkhand		600
TY	Laxmi Nagar - I	1600
Laxmi Nagar - II		1800
Laxmi Nagar - III		2500
Karkardooma		900
Shahadra - I		789
Shahadra - II		400
Mayur Vihar - I & 1A		840
Mayur Vihar - II & III		700
Yamuna Vihar I & II		2600
West - I	Janak Puri	1250
Dwarka		1750
Pankha Road		1050
Najafgarh		1200
West - II	Rajouri Garden - I	1175
Rajouri Garden - II		-
Rajouri Garden - III		295
Hari Nagar		308
Paschim Vihar		3571
Nangloi - I		440
Nangloi - II		-
West - III	Karol Bagh East Dn.	1150
Karol Bagh West Dn.		1250
Delhi Cantt.		950
Shadipur		400
Total		58948

ANNEXURE - II

Area GM-wise break up of instruments provided for new connections:

Area	No. of instruments
South	3000
Central	1500
North	7200
East - I	4900
East - II	7165
West - I	5600
West - II	2500
West - III	7000
Navi Mumbai	4350

Total	43215

Area GM-wise break up of instruments provided for replacements:

Area	No. of instruments
South	442
Central	383
North	2520
East – I	940
East – II	520
West – I	-
West – II	136
West – III	441
Navi	2956
Mumbai	
Total	8338

Area General Managers have been authorized to allot telephones to Des and SDEs as per the field requirements.

ANNEXURE - III

In MTNL,Mumbai 43215 telephone sets were used for new connections and 8338 telephone sets were used for replacing faulty instruments.

In MTNL, Delhi 27,358 instruments have been issued fornew telephone connections and 7031 for replacing faulty telephones during this period.